



AN EMPLOYMENT PROGRAM FOR QUALIFIED INDIVIDUALS WITH A DISABILITY



Limited Examination & Appointment Program

Titles: PROGRAM TECHNICIAN

\$2130 - 2780

Note: Salaries are correct as of July 1, 2003.

- ★ This is an open statewide examination.

Application Deadline:

- ★ Applications must be submitted by **Friday August 13, 2004**. Applications postmarked after **August 13, 2004**, will not be accepted.
- ★ You may be hired as a Program Technician by any state department, after you have taken and passed the Program Technician examination.

Who May Apply

- ★ Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, **and**
- ★ Individuals with a Limited Employment Assistance Program (LEAP) certification form from the State Department of Rehabilitation, **and**
- ★ Individuals who have not taken this examination in the past 18 months, **and**
- ★ Individuals who meet the minimum qualifications stated on this examination bulletin.

You may contact the Department of Rehabilitation to find out how to obtain a LEAP certification form. To find an office near your home, please contact the Department of Rehabilitation at (916) 263-8762, TTY (916) 263-7477 or online at www.rehab.ca.gov.

How To Apply

- ★ Submit a Standard State application form (Std. 678) and a copy of your LEAP certification form to:
State Personnel Board
801 Capitol Mall
P.O. Box 944201
Sacramento, CA 94244-2010
- ★ **Applications** are available at the State Personnel Board office and at the following website: www.spb.ca.gov and local offices of the Employment Development Department.
- ★ **You must attach a copy of your LEAP certification form to every application** you submit for any LEAP examination. You must also provide your social security account number on your application form in order to confirm your eligibility for LEAP.

STATE OF CALIFORNIA EMPLOYMENT PROGRAM



Special Testing Arrangements

- ★ If you have a disability and need special testing arrangements, please mark the appropriate box in question 2 of the “examination application”. You will be contacted to make specific arrangements.

General Information

- ★ State employees who are currently working as an Program Technician with a full-time permanent appointment to the classification, may not take this examination per Government Code Section 18935(b).

Minimum Qualifications:

- ★ To apply for this examination, you must have:

EITHER I

- ★ In the California state service, one year of experience performing clerical duties at a level of responsibility not less than that of an Office Assistant.

OR II

- ★ **Experience:** One year of clerical experience. [Academic education above the 12th grade may be substituted for one year of the required general experience on the basis of either: (1) one year of general education being equivalent to the three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they may be considered eligible for appointment.] **and**

Education: Either equivalent to completion of the 12th grade; or completion of a business school Curriculum; or completion of a clerical work experience training program such as those offered through the Manpower Development and Training Act. (One year of clerical work experience may be substituted for the required education.)

Examination Information

- ★ The examination consists of a 100% readiness training and experience evaluation.
- ★ Candidates must receive a score of 70% or more in order to be placed on the employment list.
- ★ Names of candidates who pass the examination will remain on the employment list for 24 months (2 years).
- ★ Candidates may take this examination only once in an 18-month period.
- ★ Examination material will be mailed to applicants who meet the minimum qualifications at the address indicated on his/her application.
- ★ Applications may be processed on a monthly basis.

Scope of Examination Questions

- ★ The examination will include questions to evaluate your knowledge of:
 1. Modern office methods, equipment, and procedures.

Ability to:

1. Perform clerical and technical work.
2. Follow directions.
3. Evaluate situations accurately, and take effective action.
4. Learn and apply laws, rules, regulations, procedures, and policies.
5. Make arithmetic calculations with speed and accuracy.
6. Read and write English at a level required for successful job performance.
7. Meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.



LEAP Program Information

- ★ LEAP, under the authority of Government Code Sections 19240-19243.4, provides an alternate means of assessing the qualifications and skills of job applicants with disabilities. Upon successful completion of the program, participants are appointed to the identified job classification and begin serving a probationary period of six months to one year. For more information on LEAP, pamphlets are available at the offices of the State Personnel Board, Department of Rehabilitation and Employment Development Department or at the following Websites: www.spb.ca.gov or www.rehab.ca.gov.

Requirements for Admittance to the Examination

- ★ To be eligible to participate in the LEAP, you must be an individual with a disability who (1) has a physical or mental impairment or medical condition that limits one or more life activities such as walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself or working; (2) has a record or history of such impairment or medical condition; or (3) is regarded as having such impairment or medical condition.

Position Description

- ★ **A Program Technician**, as a trainee and under close supervision and in accordance with established procedures, incumbents learn and perform increasingly difficult duties of a semi-technical nature in a specialized departmental program. When incumbents become proficient in their duties, they work under general supervision and guidelines. Incumbents review and/or process forms, files, etc., of a semi-technical nature associated with a specialized departmental program. Work is subject to periodic review, and contact with the public is moderate and basically informational in nature.

General Information

- ★ **Veterans preference credits** will be added to the final score of competitors who pass the examination, qualify for, and have requested these points. Veterans who have already achieved permanent civil service status are not eligible to receive veterans credits. California law governs the granting of veterans preference points in open entrance and open nonpromotional examinations. Credit in an open entrance examination is granted as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Directions for applying for these credits are on the Application for Veteran's Preference for California State Civil Service Examinations form (SPB-1093) which is available from the State Personnel Board, P.O. Box 944201, Sacramento, CA 94244-2010 and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807 and at the following website: www.spb.ca.gov.
- ★ **The State of California is an equal opportunity employer** to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.
- ★ **If you meet the requirements** stated on this bulletin, you may take this competitive examination. Possession of the minimum requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test. All candidates who pass will be ranked according to their scores.



- ★ **The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

- ★ **Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order:

- 1) Subdivisional promotional
- 2) Departmental promotional
- 3) Multidepartmental promotional
- 4) Servicewide promotional
- 5) Open eligible list

However, departments have the option of using LEAP referral lists in conjunction with all other eligible lists. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test. The resulting eligible lists will be used only to fill vacancies in the area(s) shown on the bulletin.

- ★ **General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the essential tasks of the class. A medical examination may be required. In open examinations, an investigation may be conducted of employment records and personal history, and fingerprinting may be required.

- ★ **High School Equivalency:** Equivalent to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the general educational development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

- ★ It is an objective of the State of California to achieve a drug-free state workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.



California State Personnel Board
P.O. Box 944201 – 801 Capitol Mall
Sacramento, CA 94244-2010
(916) 653-1502 – TTY (916) 654-6336